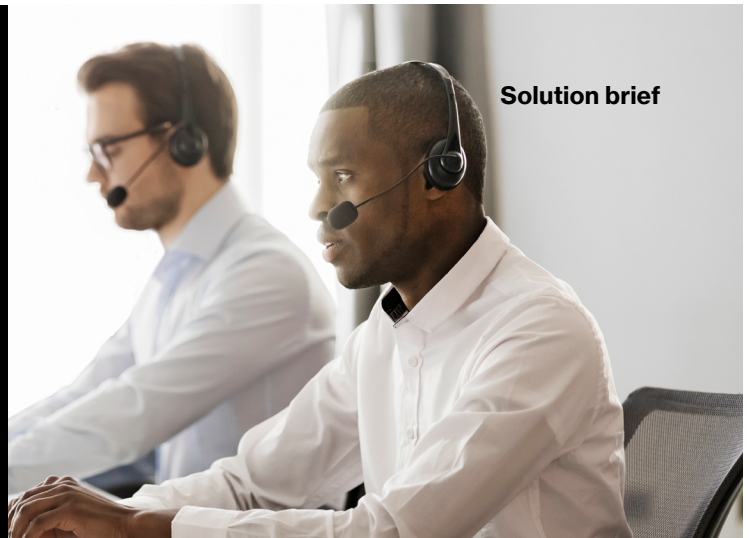


Your contact center is a strategic investment.

Do the capabilities you're evaluating really support your business goals?



The evolving landscape of customer needs, shifting demographics and emerging technologies is influencing how organizations adapt to ensure it is engaging its customers at the right time. Modernizing the contact center infrastructure and tools can be one of the most important strategic investments an organization makes to meet its customers at the right time, and using their preferred method of interaction.

Today, contact center technology has evolved significantly since the introduction of PBX and IVR. New contact center capabilities offer unprecedented levels of customization and intelligence, empowering your business in ways previously unimaginable. However, it is crucial to tie each capability to your specific business goals to maximize your return on investment.

Verizon Consulting Services offers the CX Platform and Capabilities Matrix engagement, where our experts will help identify and document contact center platform requirements that can help your organization successfully choose the optimal contact center solution for your needs.

Not all CCaaS providers are equal. Our experts will help your company migrate to a platform that not only addresses current needs but allows for innovation, growth and improvement in the future.

It starts with asking the right questions.

Whether your legacy contact center platform is being sunsetted or your company is fully embracing cloud computing, there are many compelling reasons to bring your operations into the digital future. Many CCaaS providers appear to have similar offerings, but not all platforms are equal, which makes it critical to identify requirements to meet today's needs but also to grow and scale as future requirements evolve.

Evaluating and choosing a new contact center platform starts with asking what your organization wants to achieve, rather than starting with what a new technology provider makes possible. Such questions include:



Are you looking to migrate to a new contact center technology or transform/improve the existing one?



Are you considering adopting new, emerging technologies such as Artificial Intelligence (AI), Machine Learning (ML) and Generative AI?



Do you have an integrated/contextual approach to your digital and voice interactions?



Do you have enterprise-level reporting across all interaction channels? Are you using analytics to make data-driven decisions?



Are you using AI to predict customer intent?



How are you improving agent productivity?

To help you answer the above questions, our consulting team will utilize the below framework and methodology:

Project kickoff: A virtual meeting to introduce the customer and project teams, state objectives and schedule the customer workshop.

Customer workshop: An onsite meeting where the team will discuss the following topics to determine your business requirements:

- Existing solution and functionality
- Interactive voice response (IVR) – self-service, call attendant, conversational/natural language
- Systems integration and computer telephony integration (CTI)
- Intelligent call routing
- Workforce enablement
- Digital enablement
- Artificial intelligence and automation
- Quality monitoring and recording – virtual queueing

Creation of the deliverable: The creation of a “Customer Experience (CX) Platform and Capabilities Matrix that documents your baseline requirements, assigns unique identifiers to each requirement and maps the technologies associated with each requirement.

Present findings: The Verizon team will provide a read-out of the Matrix to your team remotely.

Why Verizon Consulting Services?

We are a leader in providing customer experience consulting services. We have been designing, implementing and supporting customer experience solutions for over 30 years. From small single-site implementations to sprawling global enterprises, our customers know Verizon has unrivaled experience in supporting premises-based, cloud, hosted, managed and hybrid contact centers.

100+ contact center consultants across the globe

35+ countries with Verizon CCaaS solutions

Learn more

To learn more about the service contact your Verizon Account Manager.

